



Humber Teaching
NHS Foundation Trust

Freedom to Speak Up Vision and Strategy

2019-2022



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<i>Key Internal Documents</i>		
<i>Key External Documents</i>	<i>NHSI Freedom to Speak Up Self-Assessment Tool</i>	

Humber Teaching NHS Foundation Trust
Freedom to Speak Up Vision and Strategy (2019-2022)

Purpose

Following the Mid-Staffordshire Inquiry, Sir Robert Francis published a report in 2015 that highlighted the importance of cultures that embrace transparency and support raising concerns to improve patient safety. This report provided recommendations for NHS Trusts, supported by the National Guardian's Office and is now included in the NHS Contract which is monitored by the Care Quality Commission (CQC). The CQC assess a Trust's speaking up culture during inspections under key line of enquiry (KLOE) 3 as part of the well-led question.

Consistent and strong leadership and a developing culture that places less emphasis on blame when things go wrong and more importance on transparency and learning from mistakes will help to support our strategy.

Our Vision

We will all work together to provide an open and transparent culture across our Trust to ensure that all members of staff feel safe and confident to speak out and raise their concerns.

Our Values

Our Freedom to Speak Up Strategy supports our Trust Strategy (2018-23) and is underpinned by our core Trust values:- "Caring, Learning and Growing".

Our Strategy

We will prioritise the following actions to deliver our vision.

- Ensure that all staff are aware of their obligations as advocated by Freedom to Speak up.
- Provide regular and diverse communication to ensure that everyone is aware of how they can speak up.
- Ensure managers are clear about their roles and responsibilities when handling concerns and are supported to do so effectively.
- Ensure monitoring and evaluation of the number and nature of concerns is timely and supported by appropriate governance.
- Ensure that key learning related to concerns are articulated to all in an open and transparent manner, while respecting confidentiality.

- Ensure feedback is obtained concerning staff's speak up experience to enable continuous improvement.
- Provide regular monitoring and review of policies relating to speaking up.
- Ensure we fully meet and can evidence the expectations outlined in the National Guardians Office and NHS Improvement self review tool.
- Regularly review the national case reviews to ensure that any recommendations and learning are implemented, where appropriate.

What are the specific Freedom to Speak Up roles in our Trust?

It is the responsibility of the Trust Board of Directors to engender an open culture which invites and encourages both positive and negative feedback from all who use and work within our services. This feedback is used to inform future strategies to support our continual learning and improvement. Every member of our staff has a role to support a freedom to speak up culture. The following roles have specific responsibilities in relation to speaking up.

- Chief Executive and Chairman
- Executive Director responsible for Freedom to Speak Up
- Non-Executive Director responsible for Freedom to Speak Up
- Medical Director and Director of Nursing
- Freedom to Speak Up Guardian and Deputy Guardian

How will we monitor and measure our progress in our Trust?

We will use the following information to monitor our achievement against the strategy.

- Annual Staff Survey Results with particular emphasis to the key areas of question focused on staff reporting concerns and feeling that they are treated fairly.
- Grievances
- Exit interviews
- Retention figures
- Feedback on issues raised through the FTSU Guardian.
- Bullying and harassment reports.
- Serious incidents
- Issues raised to the Care Quality Commission
- Incident reporting
- National benchmarking data from the National Guardian's Office.

How will progress against our strategy be reported?

A Freedom to Speak Up bi-annual report will be presented to the Trust Board by the Freedom to Speak up Guardian and the Executive Lead for raising concerns. It will include qualitative and quantitative information and other information that enable the

Trust Board to fully engage with speak up to understand the issues that have been identified and received assurance about the actions being taken.

The information will include the number and type of cases being dealt with through the Guardian, an analysis of the trends, including whether the number has increased or decreased. It will also include information of any instances where people who have spoken out may have suffered detriment and recommendations for improvements.

How will we know we have made a difference?

The indicators that will demonstrate we have made a difference in achieving our vision is as follows:-

- Improvement in staff survey responses in targeted speak up questions.
- Speak up concerns have satisfactory outcomes.
- Positive feedback is received from staff who speak up.
- Patient complaints and concerns reduce due to proactive intervention prompted by staff speaking up early.

Review

This strategy will be reviewed in March 2020.